

# Support Process Document

## Purpose:

Instructions to get debug trace files from the iNspire System, including capturing debug data and sending the debug data to iMessaging Systems Inc.

Document Revision Control			
Revision	Date	By	Changes
-	24-Jan-11	Guanmin Xu	Document Created
	09-Jan-12	Tom Reichard	Updated document
	18-Apr-12	Guanmin Xu	Added item #3 - Clearing the debug file

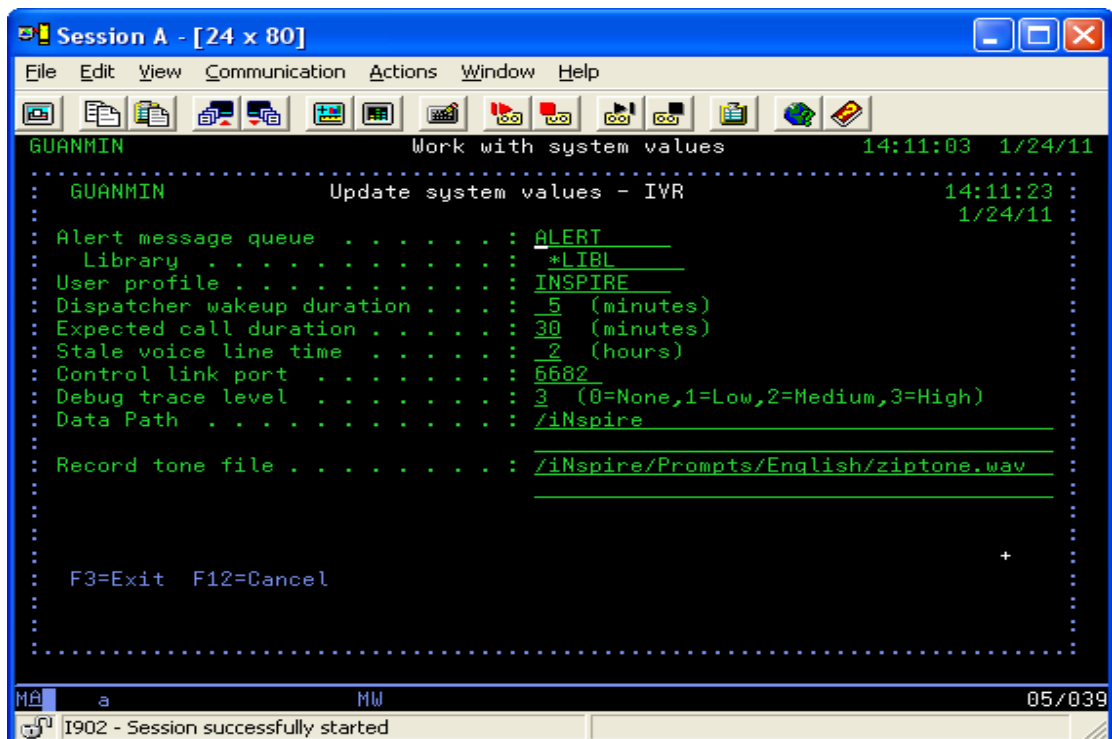
## 1. Capturing debug information

There are three places you need to set up in order to capture the debug information.

Please refer to the iNspire user guide for more details.

### 1.1 Debug trace level

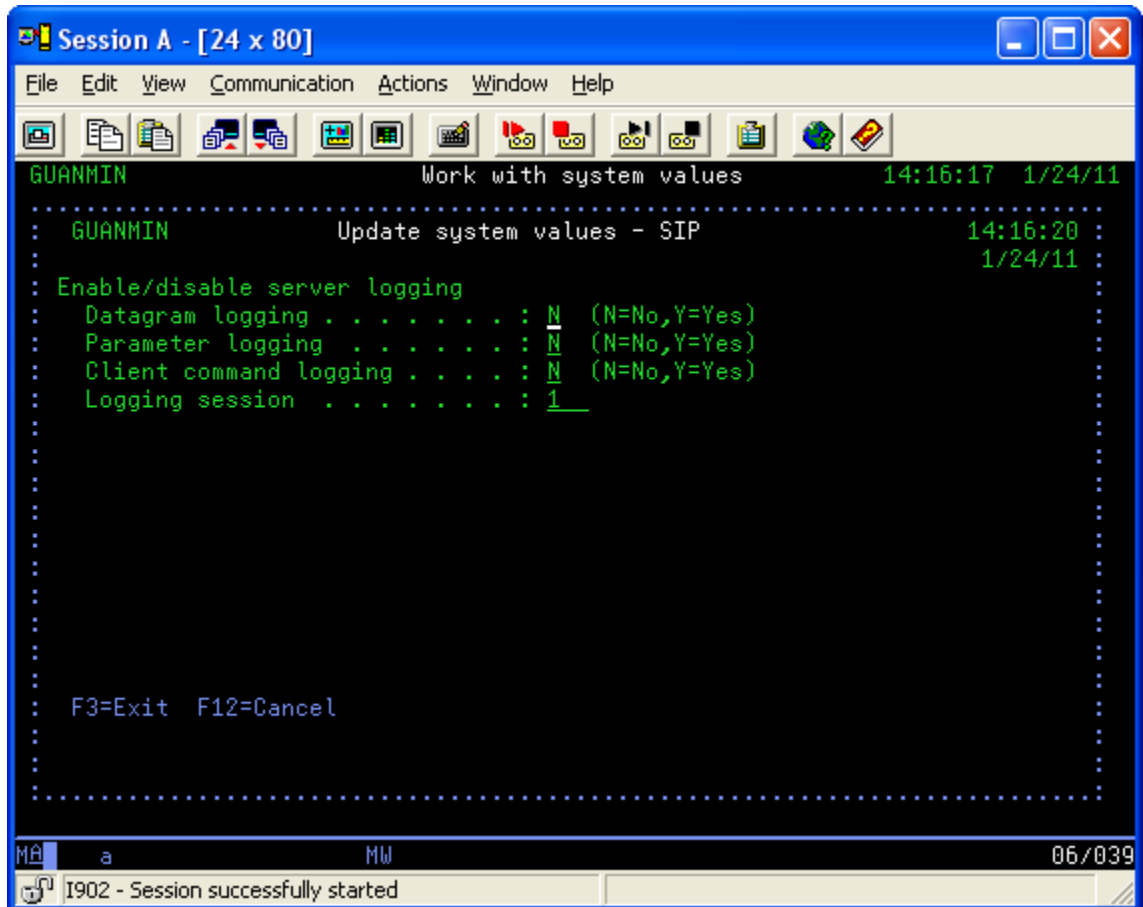
- Take option 1-Work with System Values from the iNspire main menu.
- Put a 2 next to IVR system values
- Set Debug trace level to 3 (HIGH)



## 1.2 Sip logging

- Take option 1-Work with System Values from iNspire main menu.
- Put 2 next to SIP system values
- Page down to Enable/Disable server logging  
Set Datagram, Parameter and Client command logging to 'N'  
Set logging session to the line you want to capture SIP debug.  
The example below is set to line 1.  
Set logging session to 0 if you don't want to capture any sip debug information.

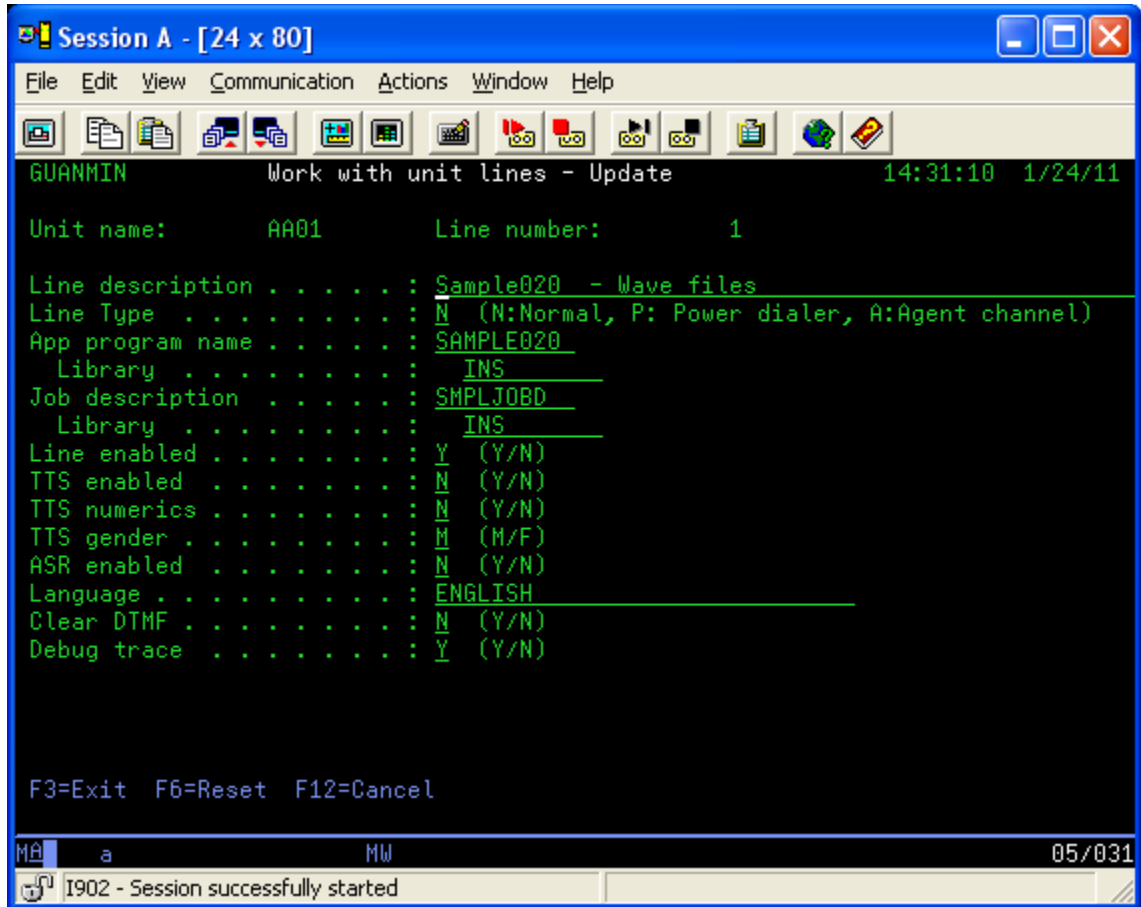
NOTE: Only turn on the flags if needed because the sip debug data increases very fast.



```
Session A - [24 x 80]
File Edit View Communication Actions Window Help
[Icons]
GUANMIN Work with system values 14:16:17 1/24/11
-----
: GUANMIN Update system values - SIP 14:16:20
: 1/24/11
: Enable/disable server logging
: Datagram logging . . . . . : N (N=No,Y=Yes)
: Parameter logging . . . . . : N (N=No,Y=Yes)
: Client command logging . . . . : N (N=No,Y=Yes)
: Logging session . . . . . : 1
:
:
:
: F3=Exit F12=Cancel
:
-----
MA a MW 06/039
I902 - Session successfully started
```

### 1.3 Individual lines

- Take option 2-Work with Units from iNspire main menu
- Put 6 next to the unit you are working on
- Put 2 next to the line you are working on
- Set Debug trace to 'Y'



Now you are ready to make phone calls. Debug data will be added to the file called IVDBGTRC in library called INSD.

Again, the size of the debug file will increase very fast, especially if the sip flags are turned on. So only turn on the flags when you have problems and need to send debug file to iMessaging.

## 2. Sending debug information to iMessaging Systems Inc.

The debug file created is called IVDBGTRC in library INSD. Time to time iMessaging Systems may ask you to send the file for analyzing the problems you have.

There are a few ways to send the file. Below are two ways you can use.

### 2.1 Using save file.

- Create a save file.

```
CRTSAVF FILE (QGPL/DBGTEMP)
```

- Save the debug file to the save file created above.

If the size of the file is not big, you can just save the file directly to the save file.

```
SAVOBJ OBJ (IVDBGTRC)
      LIB (INSD)
      DEV (*SAVF)
      SAVF (QGPL/DBGTEMP)
```

If the size of the file is very big, it is better to extract only the data you need first, and then save it to the save files.

The example below saves the data of Jan. 21, 2011.

```
CPYF FROMFILE (INSD/IVDBGTRC)
      TOFILE (QTEMP/IVDBGTRC)
      CRTFILE (*YES)
      INCREL ((*IF TRDATE *EQ 20110121))
```

```
SAVOBJ OBJ (IVDBGTRC)
      LIB (QTEMP)
      DEV (*SAVF)
      SAVF (QGPL/DBGTEMP)
```

- FTP the save file to your PC and email it to [support@imessagingssystems.com](mailto:support@imessagingssystems.com).

(Assuming your System i IP address is xxx.xxx.xxx.xxx)

On your PC DOS prompt, type the following command:

```
ftp xxx.xxx.xxx.xxx
```

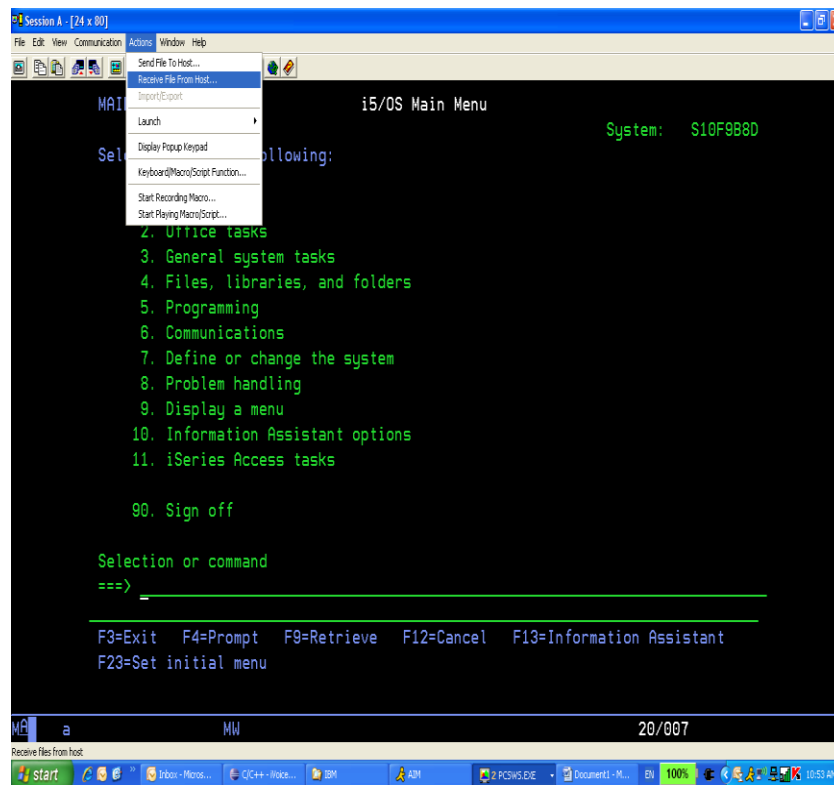
It will open a ftp session. Now type the following commands when prompt.

```
User: YourUserID          (give your user ID)
Password: YourPassword    (give your password)
ftp> binary
ftp> get
Remote file /qsys.lib/qgpl.lib/dbgtemp.savf
Local file c:\dbgtemp.savf
ftp> quit
```

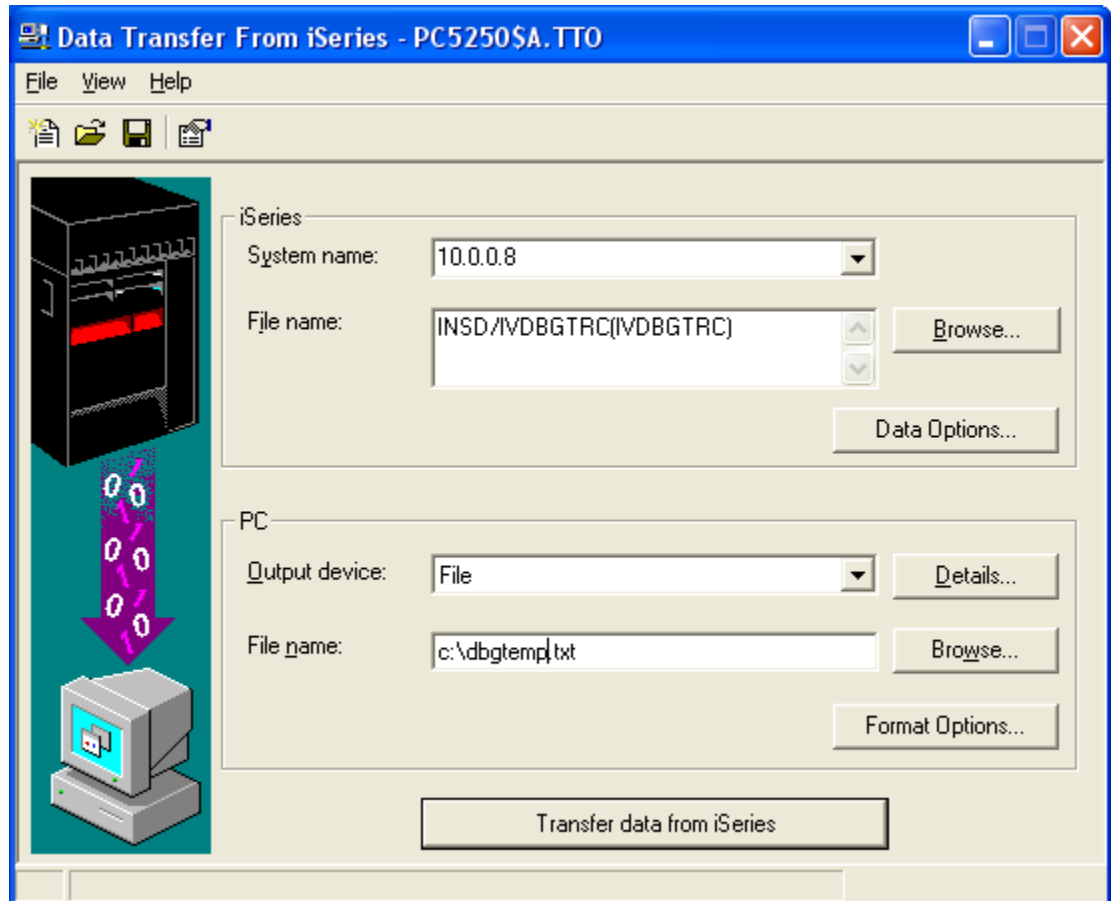
## 2.2 Using iSeries client

If iSeries client is installed on your PC, you can use this method to get debug data.

- Click action menu and then click “Receive File from Host”



- On the data transfer screen
  - iSeries System name: Your System i IP address
  - iSeries File name: INSD/IVDBGTRC(IVDBGTRC)
  - PC Output device: File
  - PC File name: c:\dbgtemp.txt



- Click Data Options button on Data Transfer screen.  
The example below will extract data of Jan. 21, 2011. You need to change the date to yours.  
If you want to get all data, simply clear the where box.

**Change Data Options** ? X

Join by: [ ] [^] [v]

Group by: [ ] [^] [v]

Select: [ ] [^] [v]

Where: TRDATE=20110121 [^] [v]

Having: [ ] [^] [v]

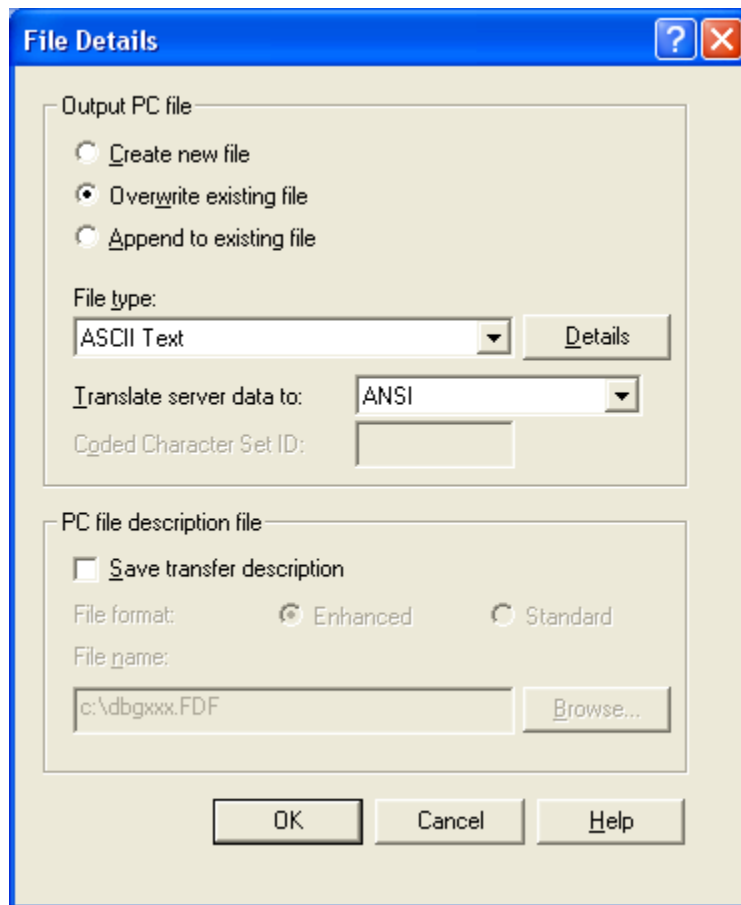
Order by: [ ] [^] [v]

Return records with missing fields

Enable group functions

OK Cancel Details... Help

- Click Details button on Data Transfer screen  
Set data exactly like the following.



- Now, click Transfer data from iSeries on Data transfer screen.

The debug data are saved in c:\dbgtemp.txt.

### 3. Clearing debug file

Time to time you need to clear the debug file because the size of file increases so fast. The iNspire system needs to be ended before clearing the debug file.

#### 3.1 Stop all lines

IVCTLULIN OPTION(\*END)

#### 3.2 Stop the boss job

IVCTLBOSS OPTION(\*END)

#### 3.3 Wait until all lines and boss job are ended.

#### 3.4 Clear the debug file IVDBGTRC

CLRPFM FILE(IVSD/IVDBGTRC)



**Support Contact Information:**

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